**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Specialist Provision Manager (Special Education) |
| **Job Reference** | 20547 |
| **Grade and Salary** | 6 - £40,777 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Inclusion, Provider Services Team |
| **Location** | Endeavour House, Russell Road, Ipswich IP1 2BX |
| **Hours per week** | 14.8 |
| **Status** | **Fixed Term or Secondment 12 Months** |
| This role may offer the following flexible working options | * *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context**  |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To support the success of projects or the business as a whole with intelligence, infrastructure, planning, resources or information.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with colleagues and with communities**

* Provide complex information to colleagues and partners as required by role.
* Build new sustainable relationships internally and externally and maintain existing relationships with a wide range of stakeholders.
* Represent Suffolk‘s Children and Young People’s Services at relevant regional and national meetings.

**Effective Planning, Support and Practice**

* Work within the service guidelines, statutory guidance and legal frameworks.
* Planning and coordinating resources and information to effectively support service delivery.
* To train and update CYPS staff and colleagues from partner organisations about the use of electronic databases and content management systems to maximise efficient and effective record keeping and online public information.
* Provide guidance and support to colleagues about use of electronic databases and content management systems to support operational delivery and develop appropriate training materials as required by role.
* Horizon scanning for changes to national policy or guidelines in your specific area of work, understand the impact and ensure the success of any changes required by this.
* Liaise with managers to agree changes to policy, procedures or monitoring practices and ensure consistency of monitoring and recording, developing guidance where necessary.
* Line management responsibility for other members of staff and managing own workload and that of other members of the team, where required by role.

**Reporting and Accurate Recording**

* To oversee the quality of data recording and maintenance to the requirements of SCC, Government and other external partners.
* Ensure the necessary statutory and non-statutory reports are produced on time for internal and external requirements and contribute to their completion where required.
* Research, manipulate and analyse data and information to draw conclusions and generate reports and information in support of specific areas for use by internal and external colleagues.
* To oversee successful completion of Quality Assurance processes within team.
* Oversee the collection, recording and maintenance of accurate data to shape service planning and reporting and resolve any problems within recording and reporting systems.
* Provide regular updates and briefings on current developments within identified knowledge or activity sectors and identify emerging trends / issues as required by role.
* As required by role, maintain comprehensive knowledge of the uses and capabilities of operational database(s) and online information systems and where necessary support the delivery of local and national developments and upgrades / improvements.

**Information, Advice and Signposting**

* Where required by role, to be responsible for organising, presenting and publishing appropriate online information for consumption by children, young people and families, colleagues and partners and signpost to relevant universal and specialist services in the local area and beyond where appropriate.
* To pro-actively use IT and electronic directories and sources of information and signpost colleagues to appropriate sources of data and information.
* To advise CYPS staff to use relevant ICT skills, content management systems and accurate electronic record keeping.

**Multi Agency and Partnership Working**

* Liaise with partner organisations to ensure effective completion of tasks and solve problems as appropriate to role.
* Actively build relationships and networks with partners, professional groups and services.
* To develop and agree further developments and collaboration with partners as appropriate to role.

**Managing Risk and Safeguarding**

* To identify risk and safeguarding concerns and escalate immediately where appropriate.
* To undertake other tasks allocated by the line manager in keeping with the responsibilities of the grade including:
	+ Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
	+ Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance.
	+ Participate in performance appraisal and consultation with team managers as required.
	+ Where required provide effective individual and group supervision, including performance agreements.
	+ Having regard to best value principles as part of daily practice and monitoring within your area of responsibility.
	+ Participating and co-ordinating, training and development opportunities, in order to improve knowledge, skills and effectiveness of self and colleagues.

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| **Autonomy** |

The technician will:

* Be responsible for keeping accurate and timely records and writing relevant reports using electronic or other systems for a range of audiences, including senior management.
* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise own workload and supervise the work of colleagues within the team.
* Identify and resolve problems, informing senior colleagues where appropriate.
* Where required by role the technician will have line management responsibility for other members of staff and will need to ensure effective performance management and manage workload of self and that of other members of the team.

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| **About the team**  |

This service will lead on all aspects of our provider facing work and ensure that provisions are best placed to deliver positive outcomes for pupils with SEND.

The team is responsible for the development and delivery of the SEND Sufficiency Plan to improve the local offer and outcomes for children and young people with SEND, and ensuring there is high quality management information to inform need and service gap analysis.

The Provider Services Team are also responsible for provider development, management and quality of specialist education provision. Once learners are placed within specialist provision, this service will ensure that commissioned providers effectively deliver outcomes for learners and take action where standards fall below our expectations.

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| **What you will be expected to deliver in the role** |

This post will be responsible for oversight of contract management of Specialist Education across Independent Non-Maintained provisions, Special Schools and Units working with a team to ensure these provisions meet the required standards for Suffolk Young People.

The post supports and directs a team of Specialist Provision Officers to conduct regular Provider Review Meetings to develop working relationships. We monitor services for financial viability, risk, quality, delivery, and cost. This post will be supporting the expansion of provision through the SEND Capital Programme.

Driving up contract and quality performance is vital to ensure the best outcomes are met for Children and Young People with SEND.

**Day to day tasks may include:**

* Providing complex information to colleagues and partners as required by role.
* Building new sustainable relationships internally and externally as well as maintaining existing relationships with a wide range of stakeholders
* Work with senior colleagues to agree changes to policy, procedures or monitoring practices and ensure consistency of recording. Developing guidance where necessary.
* Line management responsibility for other members of staff and managing own workload.
* Provide regular updates and briefings on current developments within identified knowledge or activity sectors and identify emerging trends / issues as required by role.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development.
3. Management qualification.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Evidence of creative thinking and problem solving.
8. Commitment to understanding what is important to children and families. (Desirable)
9. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. (Desirable)

**Specialist knowledge skills and experience**

1. Advanced working knowledge of Microsoft packages for business use.
2. Expert Excel skills.
3. Ability to maintain accurate records, databases and systems.
4. Ability to identify and flag up problems when working with data and to investigate and solve issues.
5. Ability to manage competing priorities and deadlines and manage workload of self and others in the team.
6. Ability to be flexible, work under pressure and use own initiative.
7. Proven ability to work appropriately with confidential and sensitive information.
8. Broad knowledge of relevant legislation, regulations and guidance as appropriate to role.
9. Expert user of IT and web based packages and ability to learn new systems.
10. Expert user of large and complex data sets and ability to identify and interpret trends in data and validate.
11. High level planning skills for projects or for day to day business processes.
12. Advanced skills in monitoring and evaluating processes.
13. Excellent research skills.
14. Knowledge and understanding of the importance of data and information for strategic planning and policy development.
15. Well-developed interpersonal and communication skills.
16. Engage effectively with a range of audiences including professional stakeholders.
17. To communicate complex information effectively with colleagues and across key professionals who work with young people.
18. Proven ability to chair effective meetings and make constructive contribution to meetings and negotiate with a range of stakeholders, settings and contexts.
19. Sensitivity to disability, sexuality, gender and ethnicity issues.
20. Ability to keep accurate and timely records and data and compile reports using a range of data presentation techniques.
21. Ability to communicate effectively with all levels of staff in the delivery of training and support.
22. Build effective relationships.
23. Negotiation and persuasion skills
24. Ability to lead ongoing projects and liaising with colleagues and partners effectively as required.
25. Extensive experience of data analysis and use of statistical monitoring systems.
26. Understanding of CYP service areas.
27. Mentor/supervise junior staff and students as required.
28. Establishing good communication links with parents, carers and families.
29. Evidence of delivering successful projects within timelines.
30. Understanding trends in data and investigation / validation of data. (Desirable)
31. Understanding of national guidance and ability to interpret for local implementation. (Desirable)
32. Thorough knowledge of the relevant service delivery requirements. (Desirable)
33. Knowledge of associated agencies and their working practices and roles. (Desirable)
34. Ability to integrate information gained from policy documents and research into service delivery. (Desirable)
35. Networking skills. (Desirable)
36. Political awareness and sensitivity when sharing information at an appropriate level with a range of stakeholders. (Desirable)
37. Experience of operational work within a relevant service area. (Desirable)
38. Experience of working with a range of agencies and communities. (Desirable)

**Additional requirements**

1. Excellent organisational skills.
2. Ability to plan ahead, prioritise work and meet deadlines of self and others within the team.
3. Willingness to undertake training as required to update knowledge and skills.
4. Evidence of successfully working alone as well as part of a team.
5. Understanding of confidentiality and awareness of data protection requirements.
6. Proven ability to set and meet personal targets.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.